



Lecture & Presentation Notes

# BASIC SECURITY TRAINING

## INTRODUCTION TO THE SECURITY INDUSTRY

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Reading Time: 15 minutes

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The security industry in Canada, just as in other parts of the world has historically evolved from military and paramilitary operations. As a matter of fact, the function of providing security was and is an operational component of several others that make up current day military and public safety service delivery.

## **POLICE VS. SECURITY**

One of the most common misconceptions by the general public is that police and security services are the same or very similar under specific circumstances. Let's take a look at the difference between the police services and security services to clarify this.

The primary role of a police service is to enforce the law and ensure everyone abides peacefully by the law in the community through enforcement. Police constables are given special legal training as well as special legal authority to perform this function. In order to enforce the law, a law must first be broken or allegedly have the appearance of being broken. Thus, a police constable or police officer will only attend at a premises or question someone if they have been called by a member of the public who reports a possible offence, if they have personally witnessed an offence in progress or have reasonable grounds to believe that a law may or has been broken. The obvious next step in this police activity is to warn, arrest and, or investigate with regard to the alleged incident. In essence, the police become involved when a law has been or may be broken. The secondary role of the police is to maintain and develop good community relations by making the public aware of what they do, crime prevention education and through crime prevention programs that enable cooperation between the police and public in identifying and reporting crime in the interest of keeping the community safe from people who would break the law.

The primary role of security services is the protection of life and property through proactive risk management procedures; the early detection of risks and threats; and by initiating risk and threat mitigation through appropriate, immediate response. Proactive risk management procedures include the physical and electronic surveillance of a defined area, safety-security patrols, access control and lock-up activities, as well as real time reporting and resolution of maintenance and emergency issues.

Security personnel receive special health, safety and security training with the emphasis on early problem detection, resolution and reporting. Security is concerned with deterring, identifying, reporting and resolving serious issues before they escalate into property loss, emergency or life threatening incidents. The secondary role of security services is that of a visible, physical deterrence to persons who may entertain to engage in a disruptive, anti-social or criminal act.

## **NON-CORE POLICE SERVICES**

However, as the cost of policing has increased, in particular over the past two decades, many governments are looking towards the security industry to assume roles that were once within the purview of police services. The privatization of some of the services delivered by the local constabulary or police service has become a reality in many communities, pushing the security industry beyond its once traditional role. The security industry is best suited for this role as it is a regulated industry where those who perform security services must undergo government administered criminal background and records checks, and depending upon the agency, a federal security clearance as well. As a result, the security industry has the capability of providing non-core police services as part of its services to government. Non-core police services include detention services, fingerprinting, arrest/release processing, prisoner monitoring, traffic control, parking control, crime prevention education, crime & incident scene security, evidence custodian, property room custodian, photo radar operator, duty desk concierge, by-law officer and special constable services. By fulfilling these roles in a police service, more police constables and police officers are freed up to respond to emergency calls and conduct criminal investigations. In a survey conducted in 2013 to 2014 by the Canadian Corps of Commissionaires, 77% of Canadians were in support of the security industry providing security guards for non-core police services in order to free up police officers, and to aid in reducing the cost of police services.

Generally speaking, in addition to the different roles we have discussed, there is also one very important factor when it comes to police services vs. security services and that is one of geography or area of authorized operation. Police services provide unrestricted service throughout a city, town, province and even Canada. Whereas security services are restricted to a specific property, premises or area as is established by contract, bylaw or service agreement.

Despite the functional differences and responsibilities between security services and police services, many people seeking employment with a police service use employment in the security industry to gain valuable experience in non-core police service delivery, incident response and dealing with individuals during an occurrence. Further, those who retire from a police service or the military may seek employment in the security industry as it offers them an opportunity to transfer some of their skills and experience within the private sector.

## TYPES & SPECIALIZATIONS

As you can see, the role of the security industry is changing. However, it is critically important to note and remember the roles of security and the police are very different both by definition and legally.

Within the security industry there are three distinct de facto types of core security operations. These are; Security Enforcement, Safety-Security and Private Investigation operations.

Security enforcement operations concentrate primarily on the enforcement of by-laws on a specific premises or property. Examples of security enforcement include parking control, by-law infraction ticketing, enforcement of the Ontario Trespass to Property Act and others.

Safety-Security operations concentrate primarily on the detection, management and reporting of safety and security risks on a specific premises or property. Examples of safety-security functions include safety-security patrols, fire watch, closed circuit television (CCTV) monitoring, alarm monitoring and access control services to name a few.

Private Investigation operations concentrate primarily on the gathering and verification of information utilizing public and private records searches, video and photographic surveillance, conducting interviews and undercover surveillance.

In addition to these core operations, there are four other specialized areas of operations; guard/detection dogs, bouncers (door supervisors), loss prevention and bodyguards.

Within the security industry, some companies or agencies may specialize in only one area of operations while others may either have a blend of operations or have separate specialized divisions within one company or agency.





## **IN-HOUSE VS. CONTRACT**

There are two categories of security companies or agencies within the security industry. These are, in-house security and contract security.

The in-house security category consists of security companies, agencies or departments that provide security services exclusively for a parent company or organization who is not in the security industry. In-house security is also known as internal security, corporate security or proprietary security. The security services provided are limited to the parent company and not sold or offered outside the parent company. Typically, in-house security may be found in large shopping malls, utility companies, transportation companies and large multi-national corporations. Security staff working as part of an in-house security service quite often receive specialized training, have increased benefits and a much higher rate of remuneration compared to their peers in other areas of the security industry.

The contract security services category consists of companies and agencies who provide security services to anyone requiring them for a specified contractual period of time from 1 day to 3 years or more. A contract security service will sell its security services and send out its security staff to provide service. The benefits of a contract security service to a client is they only pay for the service they use and because of the highly competitive nature of the contract security sector, will receive bids from several competing contract security providers. Security staff, working with a contract company or agency are offered a flexible work schedule, the ability to work at different locations, on a variety of assignments, and the opportunity to gain a wider range of experience within the security industry. However, the down side to working in contract security is that each assignment or job site may vary in remuneration by as much as up to 20%, the distance of travel to job sites may vary greatly, and there may be brief layoff periods between contracts.

## **EMPLOYMENT**

The working conditions for individual security guards and security practitioners are varied unlike other occupations. Those in the security industry may find themselves in assignments that may involve long periods of standing or walking. Assignments may also require the performance of specific tasks outdoors during periods of inclement weather from extremes such as very cold and wet to very hot and humid. Scheduled periods of work within this industry may involve shift work, working weekends, holidays, and working 12 hour shifts. As well, it is not uncommon for those in the industry to work alone and be required to undertake additional assignment specific training associated with health, safety and technology. However, despite these conditions, many in the industry consider the job to be reasonably flexible and adaptable to their lifestyle.

The major prerequisites for working in the security industry are a clean criminal record, the ability to write, read, speak and understand English. As well, previous experience in customer service and general literacy in technology are quite often preferred by employers but not mandatory. Needless to say, as the job of security guard may require standing, climbing stairs or walking for long periods of time, or working outdoors under various weather conditions, while you don't have to be an athlete, you do need to be in reasonably good health.

In order to become a security guard or security practitioner in the Province of Ontario potential candidates must complete a mandatory legislated and accredited 40 hour Basic Security Guard training course, pass a licensing exam and obtain a security guard license. Once licensed, they may apply for employment as a security guard, bodyguard, bouncer or loss prevention operative.

## **PROFESSIONAL CERTIFICATION**

Within the security industry there exists two internationally recognized professional certification programs for security guards and security practitioners. The International Foundation for Protection Officers (IFPO), founded in 1986 offers the Certified Protection Officer (CPO) professional certification designation to qualified and experienced security guards. For security managers, ASIS International, (formerly known as the American Society for Industrial Security), founded in 1955 offers the Certified Protection Professional (CPP) certification designation to qualified and experienced security managers. Both certifications require experience on the job, study of course material and the successful passage of a proctored multiple choice exam. The advantage to these professional certifications is they verify that not only do you have the knowledge but you also have recognized work experience in the industry, and your ability, knowledge and experience are at an established professional benchmark. These professional certifications are recognized within the security industry in Canada, the United States, United Kingdom and over 125 other countries.

While professional certification is not mandatory, unlike provincially legislated security training and licensing; professional certification does increase your opportunity for advancement within the security industry should you be interested in pursuing a permanent career within the industry.

However, it must be stressed that in order to work as a security guard you must obtain a valid security guard license as these industry certifications do not authorize you to work or provide security service but do verify your level of knowledge and experience within the profession; providing you improved opportunity for employment and advancement once you have the legally required license.

### **FACTS & FIGURES**

The security industry in Canada as of 2017, employed 140,000 security guards compared to 69,000 police officers in the law enforcement sector. In 2017 the Canadian security industry had 1,863 registered security guard companies compared to 184 Canadian accredited federal, provincial and municipal police services. The Canadian security industry as of December 2017 is forecast to be a \$4 billion dollar industry with an annual growth rate of 0.9%. Over the past five years security guard positions in the contract security industry have increased on average by 8% each year. There is little doubt the security industry in Canada is expanding to meet the challenges of the future.





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Robert Ing is a forensic intelligence specialist and has appeared on North American news networks on the issues of technology crime, computer security, privacy and identity theft. With over 25 years experience in the public and private safety and security sectors, he has worked in the biomedical, technical, privacy and risk management aspects of safety and security.

He is an approved instructor for the Ontario Security Guard Curriculum, an Ontario CPO approved training provider instructor and Ontario TSSA training program instructor.

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